

# e-WORKWIRE

THE NEWSLETTER FOR VALLEY EXECUTIVES

~2001~  
PRSA Copper  
Anvil Award of  
Excellence Newsletter

## Consider Yourself in Good Company

If you have a telework program at your organization, consider yourself in good company. Valley business leaders are recognizing the impact telework programs can have on their bottom line through increased productivity and boosted employee morale. For this reason, more companies than ever are allowing employees to work at home on a regular basis, from full time to once a month.

Companies not offering telework report that the issue is frequently raised, and feel telework will be a necessary part of their business in the future.

These are among the findings of RPTA research conducted in recent months, and point to continued increases in the number of companies offering telework, both locally and across the

*One in five Valley employers have telework programs*



country. According to the findings, 5,750 (or one in five) Valley employers report they allow telework, which is up 37 percent from the same study conducted in 1999.

“As more employers offer telework, we’ll see an increase in the satisfaction of both employees and their employers,” said Susan Tierney, RPTA telework coordinator. “We hope this cycle will generate more interest in telework resulting in a cleaner environment for us all.”

Currently, teleworkers in the Phoenix area save more than one million miles and prevent 43,000 pounds of pollution from being emitted into the air each day.

When asked why they had decided to establish a telework program, Valley managers cited increased productivity (74 percent) and

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## Is Your Workplace Prepared to Handle an Unplanned Event?

As American companies resume “business as normal” after the events of recent months, many are proceeding with caution and looking for ways they can become better pre-

*Telework: One solution for disaster preparedness*

pared in the case of a future disaster—whether from bomb threats or bad weather.

We have long known that telework has worked for companies in

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# STUDENTS LEARN WHILE RENEWING COMPUTERS FOR TELEWORKERS

**W**here do old computers go when they are considered obsolete in today's fast-paced, high-tech business world? If you're a company like Intel, Motorola,

or APS, you donate your outdated equipment to help others who don't have computers. Telecom-

muters can receive free computers for working from home by just applying. This effort, called Project ADOPT (Arizona Donates Office Products for Telework), was initiated several years ago by the RPTA in conjunction with StRUT (Students Recycling Used Technology).

## **Who is StRUT?**

Founded in 1997, the Arizona StRUT is a partnership between local schools and businesses, where students learn new skills by refurbishing used computer equipment. This equipment is donated to Arizona schools and other qualified non-profit organizations. More than 800 students

are trained each year at the 32 sites across Arizona.

## **How does it work?**

Valley companies and the public can drop off computers, hard drives, monitors, printers and other the equipment to one of the many StRUT collection centers around the Valley. Thanks to the 21st Century School House Act, a tax break is given to companies donating computers within two years of purchase.

## **How do teleworkers apply for free equipment?**

Applications for the renewed equipment are available by either calling 602-262-7433 (RIDE) or by visiting the Valley Metro web site, [www.valleymetro.org](http://www.valleymetro.org).

The goal of Project ADOPT is to increase the number of teleworkers by giving computers to workers in exchange for a commitment to telework

at least one day a week.

If more people are working from home then there are fewer commuters on the roads. The end result is a reduction in both the number of trips driven to the office each day and fewer computers sitting in landfills. According to Arizona Public Service (APS) Information Services Manager, Toby Machler, APS actually saves about \$10,000 annually in labor costs associated with disposing of obsolete equipment.

## **How do companies donate equipment?**

Contact StRUT at 602-454-2680 or e-mail them at

[info@azstrut.org](mailto:info@azstrut.org) for drop-off locations and times. The StRUT web site also offers information about their operations at [www.azstrut.org](http://www.azstrut.org).

To date, Project ADOPT has had 243 computers distributed to teleworkers through the StRUT refurbishing program.

In this program, it's easy to see that everyone wins: students, donors, recipients, and the environment.



# Clean Air Awards Honor Local Telework Programs

Each year, the Clean Air Campaign recognizes Valley organizations and individuals for going the “extra mile” in their support of rideshare, telework, and clean air programs.

## ► *Carollo Engineers*

In a conservative industry, Carollo Engineers decided to think outside the engineering frame of mind and try teleworking on a consistent and formal basis. They were aggressive in their approach and quickly got their program up and running. Carollo’s main drivers were to improve retention and recruitment, keep employees happier, and reduce trips that cause unnecessary pollution. The firm currently has a teleworker in Tucson and several in Phoenix and hopes to expand.



(L to R) Ken Driggs, Executive Director, RPTA, Betty Manke, Community Church of Joy, and Maricopa County Supervisor, Jan Brewer

## ► *Community Church of Joy*

With 220 employees and limited funds, the

Community Church of Joy was looking for a way to implement a telework program to maximize their use of existing office space. They also wanted to improve the morale of employees as well as volunteers, provide greater flexibility and balance. They have gone beyond their expectations by actually having 40 employees trained to telework. Most work remotely at least two days a week, which drastically reduces their trips into the office. They also offer connectivity to employees’ homes via a Virtual Private Network (VPN) system. Their attentiveness to this program has made it successful and helped them reach their goals.



(L to R) Ken Driggs, Executive Director, RPTA, Jan Leach, Carollo Engineers, and Maricopa County Supervisor, Jan Brewer

## Disaster Preparedness

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boosting productivity, balancing employees’ work and personal lives, and decreasing real estate costs. Now an increasing number of corporate leaders are recognizing that establishing a telework network can also be a key component in a disaster-mitigation plan. Dispersing their workforce allows companies to continue operations – even if core employees cannot travel to the worksite.

According to a recent USA Today article, companies are seeking less centralization, and employers are becoming more willing to allow staff to work from remote locations.

Avaya, a Basking Ridge, N.J.-based provider of communication systems and software says more firms are requesting information about letting employees work from multiple sites instead of a typical headquarters.

“We’ve worked very closely with people directly affected, but we’re hearing this from other companies as well,” Paula Horii at Avaya told USA Today. She said companies want “seamless phone and video to support workers at geographically dispersed locations.”

June Langhoff, a contract technical writer and full-time telecommuter, recently told the San Francisco Chronicle that firms mildly curious about telecommuting before seem to be showing a “tremendous” renewed interest.

“They’re beginning to see a new strategic reason for telecommuting,” said Langhoff, who telecommuted three days a week before her City Hall office crumbled in the Loma Prieta earthquake. “Not only do you need to keep your data somewhere safe, you need to keep your people somewhere safe,” she said.

The Telework America survey, released in October 2001 by the International Telework Association and Council found the number of teleworkers increased by 17 percent last year. That means 28.8 million people. The survey also found that nearly 80 percent of telecommuters feel a greater commitment to their organization. Almost 75 percent of at-home teleworkers reported a major increase in productivity and quality of work.

Companies interested in establishing or expanding a telework program can apply for the Valley Telework Project. The Project is an RPTA program providing free telework consulting services to local companies.

For more information call (602) 262-RIDE  
or visit the Valley Metro Web site at:  
[www.valleymetro.org](http://www.valleymetro.org)



# Telework Program

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a better balance between the work and personal lives of their employees (73 percent) as the most significant motivators. Employee morale and retention of valuable employees were also important (at 67 and 66 percent, respectively). On the employee side, focus group participants told RPTA their telework programs had produced improvements in employee recruitment and retention, a broadened pool of potential employees, and increases employee morale and productivity.

Focus groups conducted among companies without telework programs revealed

a general feeling that one issue in allowing employees to work from home might be the initial cost of equipment. However, most felt their employees would provide their own equipment in exchange for the benefit of being able to telecommute.

For companies interested in establishing, formalizing or expanding a telework program, RPTA's Valley Telework Project offers free telework consulting by national telework experts. To apply, call (602) 262-RIDE, or visit the Valley Metro Web site at [www.valleymetro.org](http://www.valleymetro.org)

- ▶ How are other companies using telework to their advantage?
- ▶ How can I sell telework to management?

FIND OUT THE ANSWERS TO THESE QUESTIONS AND MORE AT THE:

## RPTA TELEWORK

C L I N I C

THURSDAY, JANUARY 31, 2002

8:30 – 11:00 AM

411 N. CENTRAL ▲ SUITE 200

This is a free event and all are welcome to attend. A continental breakfast will be served.

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For agenda information, please see the web site: [www.valleymetro.org](http://www.valleymetro.org)

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To register, call 602-262-7433



*Remembering those we've lost and those who continue the fight for freedom.*

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[www.valleymetro.org](http://www.valleymetro.org)

## Got Telework? If Not, Get This.

**W**e can help you implement your telework program.  
Call 602-262-RIDE to apply for full assistance.



Funded by the Maricopa Association of Governments, with Federal Highway Administration Congestion Mitigation and Air Quality Improvement Funds.